

These are guidelines for departments to follow when, upon receipt of advices and checks to distribute to employees, you find one, or both, of these scenarios:

- I. You are missing some or all of your advices/checks
- II. You have received those of another department

The main point of contact will be Central Mail - 617-626-4612. (Can also set-up special delivery instructions and courier pick-up)

Steps:

1. Call Central Mail immediately to let them know about the problem.
2. If you are missing advices/checks:
Wait until 2pm Friday to call Central Mail again to see if they have been returned.
If they have been returned in the meantime, Central Mail will call you ASAP.
3. If you have another department's advices:
Let Central Mail know if you plan to return them, or
if you will forward them to the appropriate department on your own.

Central Mail will assist you in this decision.
4. If the advices/checks are not found by Monday after 3pm, then initiate the "Stop and Split" process with Mark Finnerty of the Treasury. (617-367-9333, ext.244).

Newly Funded Checks: The policy for distributing advices/checks, which are funded subsequent to a production run, is to have them mailed directly from Chelsea to the employee name and address printed on the mailer.

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